THE PASSAGE PROJECT: BEST PRACTICE FOR ACCESSIBILITY

Dirk Oelschläger
Senior Advisor Passenger Transport, UIC, France
4-B – Connecting Stations With the City
The Legal Background

UN Convention on the Rights of Persons with Disabilities

- Full and effective participation and inclusion in society
- Accessibility “on an equal basis to others” to transportation


- Right to transport
- Accessible Information
- Access to all services
- Assistance provision

TSI PRM (Commission Decision 2008/164/EC)

- Infrastructure
- Rolling Stock
- Telematics applications for passengers
Focus: Access and Assistance

UN Convention on the Rights of Persons with Disabilities
- Full and effective participation and inclusion in society
- Accessibility “on an equal basis to others” to transportation

- Right to transport
- Accessible Information
- Access to all services
- Assistance provision

TSI PRM (Commission Decision 2008/164/EC)
- Infrastructure
- Rolling Stock
- Telematics applications for passengers

Mr. Dirk Oelschläger - UIC - The PASSAGE Project
17-18 October 2013
Accessibility is good for everybody.
Comprehensive signage is essential.
Appropriate service = better business

- **Open counters**
  - Ensure direct customer contact for better communication

- **Induction Loops**
  - At stations with closed counters, induction loops for hearing aids ensure a better communication

- **Information Kiosks**
  - Solution for unstaffed stations
  - Sit-down kiosks for wheelchair access
Better information = better planning

Good practice example:

“Stations Made Easy”

- Accessibility information for every train station in Great Britain
  - How to get into the station
    - Access from bus stops, car parks, other entrances
  - How to navigate in the station
    - Length of walkways, lifts, stairs, escalators, ramps
  - What to find in the station
    - Facilities, shops, amenities
  - Where to buy a ticket
    - Travel centres and ticket vending machines
  - How to get on the train
    - Routes to the platforms; available information channels

http://www.nationalrail.co.uk
“Stations Made Easy”: Example York

- Platform Number: 9
  - There are train announcements.
  - There are display boards on this platform.
  - Boarding ramps are available - please contact the station operator to book assistance.

- Lift
  - The lift is audible announcements.
  - The buttons are also in Braille.
  - There is an emergency alarm button in easy reach for all users.

- Long Stay Car Park
  - This is an entrance and exit for long-stay parking.
  - There are no entry doors.
  - Wheelchair users can use the entrance unaided.

- Long Stay and Executive Car Park

- Travel Centre
  - The travel centre has a self-service zone where there are seven ticket machines.
  - There is a maze queue.
  - How many windows: 7
  - There are low counters available.
  - The travel centre has an adjustable height counter that has a button to call for assistance if it is not manned.
  - There is an induction loop available.
  - There are entry doors.
  - There are four entrances into the travel centre all with automatic doors.
  - There is a single entry door.
  - The doorway is wide enough for all users.
  - The door is automatic with a manual switch.
  - The door(s) open inwards.
  - There is a dedicated queue for buying tickets.
  - There is a dedicated queue for buying Advance tickets.
Challenge: barrier-free access to train

- Different platform heights across Europe create obstacles for the accessibility of trains

- Harmonisation is easier on regional networks with dedicated rolling stock

- Problems persist at nodal points where various types of trains serve the same platform
Second-best but realistic: Assistance

Unless barrier-free access to trains is possible, appropriate assistance must bridge the gap.

- **Good practice examples:**
  - “Accès Plus” (France)
  - “Atendo” (Spain)
  - “B for You” (Belgium)
  - “Mobil mit Handicap” (Germany)
  - “Sala Blu” (Italy)
...Thank you
for your kind attention